



### Crisis Communications cont...

Move to eye level but don't force eye contact,  
Reflect their body language  
Announce all of your actions in advance, make no sudden moves  
Allow them to pace/move freely  
Respond to rage with quiet reassurance  
Offer options (for example "do you want the lights off?")  
Be willing to repeat yourself  
Don't disagree with their experience or delusions  
Validate feelings, not behaviors or beliefs  
Do not hurry  
Be patient, take your time

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